

Steering Committee Meeting Summary

MAY 28, 2024, 3:00 – 4:30 PM CENTRAL TIME

Summary of Meeting Themes:

- Mathematica provided an update on the Needs on Waitlist (NOW) Survey, sharing the current response rate and key findings.
 - Committee members underscored the importance of the survey finding that 48% of respondents needed additional social/emotional support. Committee members discussed how and through which services this support could be provided.
 - Another survey finding discussed was that 47% of respondents can shower without assistance. Committee members noted that some people think that they must need shower assistance to get on a waiver. Members said case managers and MCOs could clarify eligibility for services to address this confusion.
- Mathematica shared key findings from focus groups held with members, providers and MCOs to discuss the assessment process and the goal of moving toward a uniform assessment. The committee members provided the following feedback on the assessment process:
 - Agreement that the focus group findings align with committee member experience and understanding of assessments.
 - Timeliness of assessments is critical, both when people first get on a waiver and when their condition changes either due to physical condition or external circumstances.
 - Case managers and case management teams offer key input because everyone's needs are a little different and a single assessment may not show enough details to understand that.
 - Assessors and MCO service utilization teams should understand that most people want to be independent and do not ask for services they do not need.
 - Assessors should be trained to be person-centered and aware of potential biases (such as assuming that all members are cognitively impaired).
 - Though CCO is helpful to manage services, tiered budgeting can cause problems. For example, there can be challenges in accessing services through staffing agencies, who are not filling skilled positions. When skilled positions are not staffed, people cannot access their approved skilled visits, which MCOs can mistakenly conclude means that the service is not needed or can be reduced. Better pay for the direct care workforce could help grow the workforce.
- Next, Mathematica presented information about the transition from the SIS (Supports Intensity Scale-Adult) to the interRAI Intellectual Disabilities (ID) assessment for the ID waiver.
 - Committee members are curious to learn more about tiered budgeting. Mathematica will share more details on this topic at a future meeting.
- Finally, Mathematica checked in with the steering committee on public engagement and how to better reach lowans. Committee members noted that some people who have shared feedback through HOME feel like their feedback does not matter because, from their view, nothing has changed. Committee members provided the following feedback on how to increase engagement:

- Consider terminology; the term “HOME” is not often used or recognized in communities, it is more often discussed as “Medicaid changes” or “Medicaid redesign”.
 - Keep sharing HOME and HHS communications and social media resources with steering committee members so they can easily forward, share and amplify these materials in their communities, including Facebook groups. It is helpful when committee members get prepared language they can paste and send. This way, they are sure they are sharing correct and exact information.
 - Promote in-person events (such as Town Halls) in newspapers.
 - Consider pairing events, for example, holding Town Halls and then running Listening Sessions two to seven days later.
 - Partner with MCOs on existing cultural outreach activities.
 - Assist people with signing up for informational listservs.
 - Meet people where they are, at places like farmers’ markets, libraries, post offices, disability pride events, community festivals, and the state fair. Committee members also suggested sharing information through existing community groups and coalitions, such as MICA (Mid-Iowa Community Action).
- The next steering committee meeting will be held on Tuesday, June 25.